



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Jose Villena et al.
Serial No. : 09/456,166
Filed : December 7, 1999
For : Non-Blocking Expandable Call Center Architecture
Attorney's Docket : CELLIT-003XX
Examiner : Steven Blount
Group Art Unit : 2742

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8/4/03

By

Paul J. Kroon, Jr., Esq.

Registration No. 51,902

Attorney for Applicant(s)

DECLARATION UNDER 37 CFR 1.131
OF Eyal Ben-Chanoch

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

I, Eyal Ben-Chanoch, hereby declare that:

1. I am one of the inventors of the Non-Blocking Expandable Call Center Architecture, which is the subject of the above-identified patent application Serial No. 09/456,166.
2. Prior to October 13, 1999, I conceived of at least part of a new, non-blocking expandable call center architecture as described and claimed in the above-identified patent

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application Serial No. 09/456,166 as shown by the accompanying note attached as Exhibit A hereto.

3. At least as early as November 11, 1999, an email was sent to attorney Jeffrey I. Kaplan from Kaplan & Gilman, L.L.P. to disclose this invention for the purposes of preparing and filing a patent application on the non-blocking expandable call center architecture concept. See Exhibit B hereto
4. On December 7, 1999, the present patent application Serial No. 09/456,166 was filed.
5. There was due diligence in reducing the non-blocking expandable call center architecture project to practice from prior to October 13, 1999 to the filing of the present patent application on December 7, 1999.
6. The above-mentioned acts were carried out in the United States.
7. All statements made herein of my own knowledge are true, and all statements made on information and belief are believed to be true, and that the foregoing statements were made with the knowledge that willful false statements and the like are punishable by fine or imprisonment, or both, under Section 1001

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of Title 18 of the United States Code, and that my willful false statements or the like may jeopardize the validity of the above-identified patent application or any patent issued thereon.

Respectfully submitted,

Eyal Ben-Chanoch

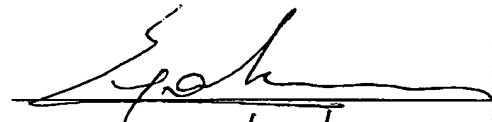


Date: 7/29/03

Exhibit A

Subj: Non blocking algorithms
Date: 99-11-11 15:10:58 EST
From: Larry Fromm
Reply-to: 
To: (Jeff Kaplan (E-mail))
CC: Eyal,

See if this makes sense

We invented an architecture that provides non-blocking access to critical resources

The design includes configuration of maximum capacity of specific resources to insure non-blocking access to these resources. The calculation of these resources is as follows:

There are four types of resources to be considered:

- T: # of incoming trunks to a chassis
- S: # of stations connected to the chassis
- R: # of other resources in the chassis (conference bridge)
- B: # of broadband connections to the chassis. The broadband connections connect the chassis to other chassis. (Broadband connections may also be used to connect to stations, but those would be counted under S).

T & S & R are derived from the requirements of the call center. For example, a call center might specify 192 agents, a 2:1 trunk/agent ratio (i.e. 384 trunks), and a 12:1 supervisor/agent resource (e.g. 48 conference bridges). $192/12 = 16$ maximum simultaneous monitors (one per supervisor) and 3 parties in conference per monitor (caller, agent, supervisor) = $16 * 3 = 48$ conference bridges.

If we need multiple chassis to support the configuration, broadband connections are used to connect chassis. $B = T + S + R$ - in the worse case scenario, every trunk, station, and other resource in the chassis is connected to another resource in another chassis via the broadband network.

We need two TDM timeslots in the chassis for each T & S (since each one as both the network connection and a voice port for IVR or messaging or attention retainers). Hence, the number of TDM timeslots needed in a non-blocking configuration is $2 * T + 2 * S + R$. (A) Currently, the technology in our chassis as a limit of 1024 timeslots (Dialogic limit). Hence, in the above configuration we would supply to chassis to insure every resource can reach any other in a non blocking manner. This not only means that any caller can get an IVR and voice mail port at any time, but also any supervisor can monitor any agent at any time. We cannot guarantee an agent is available (unless $T = S$ which is a customer choice) but we can guarantee that if there is any agent available, any caller can be connected to any available agent.

B

Larry Fromm
VP, Business Development
Cellit

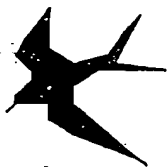
[REDACTED]

</XMP>

____ Headers _____

FROM:

Exhibit B



TERN SYSTEMS
OUTBOUND
CALL PROCESSING

Markets
Products
and
Suppliers

1999

OUTBOUND CALL PROCESSING

Markets, Products and Suppliers-1999

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Outbound Call Processing Markets, Products and Suppliers-1999

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SCOPE AND OBJECTIVES

Outbound Call Processing

Markets, Products and Suppliers-1999

The intent of this report is to quantify the size and characteristics of the Outbound Call Processing portion of the voice processing market area.

This report is divided into five (5) sections:

Section 1 - Outbound Call Processing market overview. Product supplier participants, outsourcers, product characteristics, regulatory environment are discussed.

Section 2 - Outbound call processing product market analysis. Segments are analyzed by revenue, systems, agents, blended/non-blended, applications, vertical industry segments, geography, and distribution channels. Market share of the leading vendors is presented.

Section 3 - Outbound call processing outsourcing market analysis. Segments are analyzed by revenue, workstations, applications, and vertical industry segments. Market share of the leading teleservice outsource agencies is presented.

Section 4 - Outbound call processing product suppliers. Summary description of each of the known suppliers of Outbound Call Processing products, which describe each company in general, their distribution methods, their products and the end user applications in which they have installed product.

Section 5 - Outbound call processing outsourcers. Summary description of the leading outsource agencies, which describe each company in general, their services, their facilities and the vertical industry segments that they address.

Methodology

The methodology used to obtain the information contained in this report included:

1. The suppliers were contacted by telephone. The typical point of contact was the marketing department. Information about each supplier and its products was obtained during a series of telephone calls. In most cases, a few different people at each company were contacted. In addition to marketing, engineering, customer service and sales people were contacted.
2. Collateral packages were obtained from many of the suppliers.
3. Information was obtained from the vendors web sites.
4. Annual reports were obtained for companies that were publicly owned.
5. Many of the Distribution channels (Dealers, VARs, OEMs,.....) were contacted and information obtained re products that they handle, customer applications,.....
6. Many of the privately owned suppliers were reluctant to provide revenue figures. They were usually willing to identify the size of their installed base and the quantity of product that was provided during the last year. We were usually able to determine the number of employees that a supplier had. From this information, revenue estimates for each of the suppliers was made.
6. 'Sanity checks' on what was claimed by each supplier were made:
 - a) We talked to a few people at each company. We looked for consistency in the numbers from one person to another.
 - b) The distribution channel (direct sales or secondary) was interviewed. Numbers were obtained and compared to the system supplier claimed numbers.
 - c) Customers and previous employees were contacted and solicited for information.

Related Publications

Tern Systems has authored a series of publications that address most of the voice processing market segments:

- Computer Telephony Markets, Products and Suppliers - 1999
- Interactive Voice Response Markets, Products and Suppliers - 1999
- Voice Mail Markets, Products and Suppliers - 1999
- Information Provider Markets, Products and Suppliers - 1999
- Computer-Telephone Integration Markets, Products and Suppliers - 1999
- Subsystem Components and Tools Markets, Products and Suppliers - 1999
- Facsimile Processing Markets, Products and Suppliers - 1999
- Call/Data Logging Markets, Products and Suppliers - 1999

These reports are available from Tern Systems. (www.ternsystems.com)

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Alex Tellez , Co-Founder, Chairman, President, and CEO

Jose Villena, Co-Founder, Chief Technology Officer;

Mario Villena, Co-Founder, Vice President of Sales and Marketing,

Joe Velasco, Director of Sales and Marketing

General

CELLIT, Inc. provides open-architecture art solutions for the Call Center industry. In 1994, the founders of CELLIT began a systems integration firm which operated under the name FiberTel. FiberTel specialized in building open architecture, fully integrated multimedia networks for multi-location clients, campus environments and call center / service bureaus. In 1995, FiberTel, Inc. was engaged in the development of an open, computer-based predictive dialing platform. By 1996 an independent firm, CELLIT, Inc. (Cell Based Information Technologies), was formed to concentrate its efforts on the development, support and distribution of CCPRO (Call Center Professional), CELLIT's call center product suite. In 1998, CELLIT merged with FiberTel.

Distribution

Strategic partnerships include 3Com, Dialogic, Microsoft Developer Network, Tadiran Telecommunications, Fore Systems, InnoMediaLogic and the ATM Forum.

Products

The Company's product suite, the Call Center Professional (CCPRO™) series, is a standards-based, client-server telephony platform encompassing predictive dialing, inbound automatic call distribution (ACD) with integrated recorded announcements, blending, interactive voice response, monitoring/recording services, fax services and integrated reporting. In addition, CCPRO's control and monitoring tools, along with its internet/intranet applications enable Call Center resources that are geographically dispersed (i.e. at-home agents, network access trunks) to be managed by a single virtual application.

Standards Based Open Architecture**3-Tier Client-Server Model.**

Linear Growth Supporting from 16 to N x 150 Agents

PBX-Independant (Narrowband CCPRO)

Object Oriented Visual Scripting Engines

Blended Inbound/Outbound Campaign Support

Bulletproof Do Not Call Exception Handling

Real-Time Dynamic Dialing

invention

Preview, Power and Predictive Dialing
Skill-based Call Routing
Rules-based Blended Call Queue Prioritizing
Internet Call Center Transactions
Comprehensive Campaign Management
Integrated Screen and Voice Recording
Silent Monitoring, Coaching and Barge-In Functions
Microsoft Windows 95™ and Windows NT™ Agents and Supervisor Stations
At Home Agent/Supervisor Support
Flexible, SQL-based Reporting

NTSwitch™

A high density multimedia communications server. Services include: Digital T1 and ISDN network access, digital announcements, voice recording, fax, voice mail, text-to-speech, voice recognition, and interactive voice response (IVR).

CenterCord™

Object oriented system coordinator and database engine. A platform independent application engine managing agents, inbound/outbound calls, blended campaigns and computer telephony resources.

CenterDirector™

System management stations for system operation, administration and maintenance. Allows floor supervisors and administrators to perform real-time monitoring and reporting of all call center activity.

TeleVisor™

Visual object oriented IVR applications generator. TeleVisor scripts are port independent and can be created by any client with the appropriate authorization.

Voltage™(Visual Online Total Application Generator)

Branched logic agent scripting module with other entry, fulfillment and other business application interfaces. Visual grafting support and object inheritance allows incredibly rapid application deployment with little, if any, programmer assistance.

AMP™(Agent Management Platform)Java based agent application AMP provides screen based telephony functions and screen pops. AMP interprets Voltage scripts and participates in CCPRO's distributed pacing algorithm.